A Comparative Evaluation of Life Quality in Residential Neighborhoods (Case Study: Kamyaran City)

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Extended abstract

Introduction

Nowadays, on the beginning of the third millennium, the settlement of human beings as a dominant phenomenon is growing in a way that urban revolution has appeared as a recent topic. It is predicted that future population growth will mainly occur in urban areas particularly urban areas in developing countries. Although cities and urbanism are one of the most important indicators of welfare and socio-economic development, the rapid growth of such a phenomenon can reduce the per capita possession of many social and economic facilities. This might lead to a decrease in life quality in different urban areas. For example, in many urban areas of the developing countries, unemployment and social issues are growing while the environment and health situations are in decline. Similarly, inequalities in income and access to public services are growing and more poverty, vulnerability, and despair have started to be observed among urban residents. Thus, the issue of urban life quality was one of the first topics that attracted the attention of urban experts during the 1930s. As a result, more efforts were made to improve the quality of human life. The sudden growth of cities in Iran had caused different problems in cities that have experienced large influenced urban life quality in different ways. Kamyaran city is not an exception to the rule as life quality has undergone different changes in this city, as well. Therefore, in this study, we tried to investigate life quality in Kamyaran city using VIKOR technique. Accordingly, it was tried to answer the following questions: (1) Is the economic indicator more effective in improving the life quality of Kamyaran residents? (2) Are life quality measures in a desirable state in Kamyaran City?

Methodology

This article in terms of target is applied-developmental and in terms of method is descriptive–analytical. The theoretical framework using documentary method, library and review of the literature related to the quality of life in its different aspects and factors affecting the quality of urban life. We designed questionnaire in both subjective and objective, with economic, social and physical indicators and a total of 15 items to measure the quality of life. In the second part, using Cochran sampling frame, and random quota sample of 381 items, we calculated the

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population from the ages 22 to 54 years old. The people were collected and distributed and Cronbach's alpha coefficient was introduced in SPSS. The reliability alpha was 0.713 that confirms the reliability of the questionnaire. Then, survey method was used to complete the information. To provide economic information with the statements of income, household expenses, rent and land prices in addition to the questionnaire, interview technique was used and the same people are asked to enter numbers. The next step is to complete the information and calculate the physical neighborhoods; the study was a comprehensive plan for the all of the city. The data from this information and questionnaire were averaged to be considered as the primary matrix. Finally, we used Vikor techniques to determine the weights and dimensions used by entropy method and to determine the final ranking of quality of life in city neighborhoods.

Discussion and Results

In VIKOR technique, based on the calculated Qi values, options and result decision-making, there are some differences between neighborhoods. It is notable that in Vikor technique no matter how much Qi is less than the number of components. It is one of the major differences between these models with other models in the ranking. The following table shows the results of ranking places in the Kamyaran city. The results show that Pir Mohammad 1 neighborhood has the best situation of life quality and Shahrake-Be'ssat ph.2 has the worst situation based on the comparatives.

Table 1. Kamyaran City neighborhoods VIKOR ranking

VIKOR Ranking	Qi	Neighborhoods
4	0.15817	Shahre-Bazi
3	0.13609	Masjed Jame'e
6	0.25587	20 metry
8	0.61634	Balaye-Kamarbandi
2	0.08303	Pir Mohammad 2
1	0.06212	Pir Mohammad 1
9	0.069724	Shahrake-Emam Khomeyni
7	0.31941	Shahrake-Elahyeh
11	0.80394	Shahrake-Be'ssat ph.1
12	0.88456	Shahrake-Be'ssat ph.2
10	0.79215	Shahrake-Be'ssat ph.3
5	0.16863	Kamyaran-e ghadim

Conclusions

Life quality is one of the basic indicators to express and represent major development in every society and country. Awareness of the quality and quantity of life for community planners and politicians can contribute to revision and improvement in a variety of designs and development programs. Knowledge, study and comparison of life quality indicates, measures and comparative over time in any society whether living conditions improved over time or is depressed. This is one of the most important criteria in assessing the situation using the multi-criteria decision-making models and techniques (MCDM). In order to improve the quality of life in the Kamyaran city, we presented the following suggestions:

In the economic dimensions:
- Rely on the abilities and talents in economic urban areas by the public and private sectors;
- Orientation, socio-economic development plans to solve the problem of unemployment and creating new employment opportunities;
- Identify and make planning for deployment of human and material resources as well as their qualitative and quantitative improvement;
- Optimal management and regulation of urban lands and housing and also prevent speculation;

In the Physical dimensions:
- Use the views of citizens in the city of plans and programs;
- Fix problems, and distribution facilities in the city;
- Create and manage city streets by the people themselves;
- Develop green spaces and improve the quality of urban parks;
- Strengthen the network of relationships, trust and a sense of reciprocity in order to facilitate individual activities or social collaboration based on real relationships, shared norms or values;

In the Social dimensions:
- Targeted action at policies promoting and social capital;
- provide further context, to social participation of citizens in the realization of urban development plans;
- Analyze and identify segregation of minority groups to better understand Characteristics of ethnic, religious, linguistic and social behavior.

Keywords: Kamyaran City, quality of urban life, Shannon's Entropy, Urban Fabric, VIKOR Techniques.

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Evaluating Policy of Regeneration in Urban Distressed Texture Using SWOT and QSPM Matrices
(Case Study: Region 12 of Tehran Metropolis)

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Extended Abstract

Introduction
Central texture in old cities was once the most important and best residential neighborhood. Today, because of the presence of human communities there are a lot of historic and valuable elements with different dimensions (physica, economic, etc.). Thus, today fixing them is a serious issue. At any time, pavement managers chose different approaches and policies for intervening in distressed texture that tries to correct the last approaches and policies. One of them is urban regeneration, this policy emphasize on the participatory approach that improve distressed texture to achieve goals of sustainable development. With this introduction, this study attempts to examine the views of residents in 12 region of Tehran and discover the main factors in urban regeneration.

Methodology
This research in terms of purpose is applied and in terms of method is analytic. Required data is collected from field studies such as questionnaires, interview and also from document. For analysis of data, we used SWOT and QSPM analysis matrix.

Findings
From the results of SWOT and QSPM analysis matrix, we show the highest strategies. One of the strateges is participation of various groups with their special attention to regeneration with score 3.2. The next rank is making a lot of diversification in facilities and services in order to satisfy residents and attracting rich people to this texture and establish various support mechanism for providing different fields of investment with score of 3.16. The lowest attractiveness is balance strategic plans between the types of activities related to urban land use and regeneration with 2.8 score.

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Conclusions

The Region 12 of Tehran is as a historical and cultural texture that can consider identity of Tehran. This article tried to study necessary grounds for regeneration in case study. Since regeneration process is participatory, so we had to have an analysis of the views of resident about beneficiaries in different fields for regeneration. For this purpose, weaknesses, strengths, opportunities and threats in a SWOT matrix is adjusted and then in QSPM matrix we could attain important strategies for regeneration.

Keywords: QSPM and SWOT Matrices, Regeneration, Region 12 of Tehran Metropolis, Urban Worn Texture.

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Factors Influencing the Incidence of Vandalism in Urban Furniture (Case Study: Tabriz)

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Extended Abstract

Introduction

Urban property damage or vandalism means the destruction of property. In large cities, we have witnessed deliberate destruction and anti-social behavior of some people who deliberately destroy beautiful properties and what belongs to others. This represents a failure to accept the cultural norms of society. Such behaviors have billions of dollars of loss annually to service facilities and welfare. Similar to the towns and cities of the world, it can be claimed that this phenomenon brings billions of losses in Iran. Tabriz is not also exempt from this phenomenon and the phenomenon of urban vandalism and damage to property and government, especially municipal investment and urban equipment in Tabriz.

Methodology

In the present study, we have used "Descriptive- analytical" research method and in terms of the ultimate goal it is an applied research. Many changes have been made to review the previous works of documentary method. The study is based on field studies, direct observation and questionnaires. Cochran sampling method is to estimate the sample with 95% of confidence level and error of 5%. After field studies, data collection and processing have been made to analyze the data descriptive statistics, including Mann-Whitney U test to evaluate the effects of gender on Vandalistic behavior. We have also used parametric correlation (Pearson correlation coefficient) for calculating the degree of correlation between the variables affecting the vandalistic behavior. Finally, Path Analysis has been conducted to assess the causes of vandalism in Furniture equipment. The SPSS software has been used statistical analysis.

Discussion and Results

The data have been obtained from the questionnaire related to vandalism in the city, as about 42% of participants were men and 58% women; The acts of destruction of property in urban furniture are including writing on the walls, and breaking lamps and lighting and also equipment in green space. According to the first hypothesis "Gender role is effective in destroying public property in Tabriz". The data were analyzed by Mann-Whitney U Test. According to the test results with Z value (3.33), the error level is significantly smaller than 0.05. It must be said with

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0.95 confidences that there is statistically difference in vandalism on urban furniture between men and women. This result implies that H_1 research confirm the assumption of difference in vandalism among men (194.08) and women (190.97) and the role of gender in urban furniture and vandalism against the rejection of H_0 that assumed the difference in the vandalism among the men and women. Pearson correlation test was used to "investigate the relationship between economic and social status of citizens in the destruction of urban furniture". The correlation coefficient between the economic and social status and operation of Vandalistic issues (r = -3.394 and error level of less than 0.01) showed inverse relationship between them. In other words, the economic and social status in people behavior have something to do with the vandalism on urban furniture .

Path analysis test is used to determine the reasons for the urban vandalism. The results revealed the effects of individual and psychological factors (0.29), family factors (0.33), social factors (0.44), economic factors (0.11) and finally Terms and Conditions of location status (0.37). In this function, the R^2 is (0.223). This means that 22% of respondents make changes in the trend of vandalism on urban furniture by these factors.

Conclusions

The results of the relationship between gender and vandalism in urban furniture in Tabriz show that the Vandals are generally men. The results reinforce the idea that differences between men and women related to vandalism in terms of urban furniture and Vandals are generally related to male. In this study, we have discerned social and economic factors that can affect the Vandalistic behavior. Therefore, this study is consistent with the theory of Philip. There is a relationship between the deserted streets with all kinds of vandalism, including destruction of green spaces and etc. Thus, the research results are consistent with Moser, Damer, Kazolin, Samer, Goldistin and his colleagues in this study. The deserted streets have an impact of vandalistic behavior on urban furniture directly around 0.30 percent. For some situations the kind of vandalism on urban furniture affected about 0.37 percent. The relationship between social and economic factors affected the sabotage of public property. Therefore, in this study, social factors with 0.44 percent and economic factors with 0.11 percent play an important role in the destruction of public property. Jamshidi research demonstrated that social factors affected 4 times the economic factors. As a result, the research of Effati has shown that family factors and conditions where the behavior contributed to Vandalistic actions show the role of family and place conditions 0.33 and 0.37, respectively. These factors together contributed to Vandalistic behavior in urban furniture. Vandalistic behavior is important in urban furniture destruction. The result of this research show the relationship between aggression, vandalism, aggressive and altruistic behaviors that are consistent with research results of Shakerinia that stated these behaviors are result of social factors.

The following strategies are suggested:

- Create social and behavioral contexts and motivate stripping in destructive reactions;
- Advertising and information through the media, strengthening civic culture, education and display of friendly relations in the urban environment;
- Elimination of injustice and inequality in the structure of social systems;
- Increased participation and social responsibility;
- The establishment of public trust and confidence toward urban management activities;
- Improving the quality of urban design, urban spaces and structures as an important element in the prevention of vandalism on urban furniture;
- Consideration of appropriate physical form in urban constructions;
- Improve urban living standards in all areas and urban areas, particularly in disadvantaged districts;
- Increased surveillance and social control in public places

Keywords: Tabriz, Urban Furniture, Urban Space, Vandalism.

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Analysis of Iran Metropolises in Terms of Possessing Indices of Creative City

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Expanded Abstract

Introduction

Creativity has gained much attention in urban and regional studies. From urban creativity view, the main questions are "why some places (cities and regions) are more attractive for new and creative people and activities than other locations?" This is inspired by the theories such as the role of human capital in economic growth, the role of creative human capital in city and region economic development, the role of diversity and low entry barriers in economic productivity, the role of tolerance in attraction of new people and different lifestyles, and the role of territorial assets in attraction of creative classes and industries, theorists of this field emphasize on the unique role of urban creativity in cities and regions growth, especially economic growth.

Because of benefiting from the features such as concentration, diversity, and dynamism, metropolises have a lot of potentials to foster creative human capital. Iranian metropolises due to the diversity of economic activity, the concentration of the majority of educational centers, and also the concentration of technology and information production possess the most important cultural centers. Thus, they can attract creative capital and provide needed grounds for the realization of a creative city. With the importance of the creative city in the economic, social and cultural development and renewal of urban space, the main objective of this study is to show the status of Iran's metropolises in term of possessing the indices of creative city in comparison with each other.

Methodology

This study is a descriptive and analytical research. Also, this is an applied research regarding purpose. In this study, library-documentary is used to collect data and to analyze data we used the Excel, SPSS, XLSTAT, SUPER DECISION, as well as models such as F'ANP (a combination of factor analysis and analytic network process) and VIKOR. Also, we used Shannon-Wiener diversity index to find the religious and ethnic diversity in the metropolises.

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Discussion and Results

At this stage, after reviewing the relevant theoretical and empirical literature and development of the theoretical framework of the research, and extraction of creative city indices, the data were collected and was put in the hybrid model of F'ANP and Vikor to calculate creativity coefficient for each metropolis. In the first stage, 34 identified indices of the creative city were placed in the factor analysis model to find different aspects of the indices. In the factor analysis, only the first 4 factors had eigenvalues larger than one. These four factors can explain 85.619% of the variance of variables. In this analysis, the most important factor is factor number 1 that alone makes up 25.087% of the variance. Factors number two to four explain 23.692, 18.702 and 18.138% of the variance, respectively. In the last stage of factor analysis, the factors were distinguished. The first factor is creative class and territorial assets; the second factor is talent and diversity, the third factor R&D and openness, and the fourth factor technology. In the next step, ANP model was established. In ANP model, its stages were conducted and the weighted super-matrix was formed and the relative weight of indices was calculated. The results showed that among different creative city indices, creative class and territorial assets explain 25.087% of the variance and with a relative weight of 0.293 it was the most important factor. The talent and diversity explain 23.692% of the variance and with a relative weight of 0.277; R&D and openness explain 18.75% of the variance and with a relative weight of 0.219 and technology with explaining 18.13% of the variance and with a relative weight of 0.212 possessed the next ranks, in order. Also, among creative city indices, foreign immigrants, foreign-born residents, R&D centers, the share of R & D budget from total GDP and researchers working in the area of R&D are the most important indices, respectively. Furthermore, the results of F'ANP model were loaded in VIKOR model and the results showed that Iran's metropolises are different in terms of possessing creative city indices. Tehran with a creativity coefficient of (0.099) was in the first rank compared with other metropolises and Karaj (0.359), Qom (0.366), Isfahan (0.393), Mashhad (0.804), Shiraz (0.602), Tabriz (0.952) and Ahvaz (0.0957) possessed the next ranks.

Conclusions

In this study, with the purpose of the analyzing Iran's metropolises in term of creative city indices, we extracted the indexes from literature and earlier researches and the data were collected. Analyzing the data showed that Iran's metropolises in term of possessing creative city indices are heterogeneous in a way that Tehran with gaining the highest coefficient of creativity was in the first rank. This finding is consistent with Sevad Jani findings (2015). He believes Tehran metropolises with having attractive amenities and diverse environment leads to the attraction of creative people and class from across the country. In this study, we came to the conclusion that in metropolises of Iran among different creative city indices, creative class, tolerance and R&D are essential in the realization of the creative city concept. Also, the research findings indicate that realization of the idea of the creative city in Iran's metropolises is relatively consistent with the Florida (2002) model of the creative city. Furthermore, the findings also showed that creative city is a relative concept and related to the scale of studies. While Tehran gained the first rank at a national level, comparison of these findings with similar studies such as research conducted by Zanganeh et al. (2016) shows that metropolis of Tehran is in the last rank in the context of creative city indices in comparison with other cities in the world. In other words, while on an international scale Tehran is facing with many serious problems in maintaining its creative class, it cannot be very successful in the attraction of international creative class. With these issues, we can conclude that Iran's metropolises should first attempt to improve the creative urban environment to develop creative people and activity. In the next place, they should try to provide needed grounds for maintaining and attracting domestic creative classes and activity and absorption of foreign creative class.

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Population Dynamics and Land Cover Patterns in Tehran Metropolitan Region

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Extended Abstract

Introduction

Since Industrial Revolution in late 18th century, the world population has increased exponentially in an astonishing rate. Human population from 1 billion in 1830 reached around 7 billion in 2010. Importantly, the world's urban population has increased much faster than the rural one, rising from 14% in 1900 to 47% in 2005, and will be about 61% by 2030. Furthermore, future population growth will occur primarily in urban areas. Although urbanized areas cover only about 3% of earth's land surface, they cannot be ignored as urban growth causes very large changes in environmental conditions.

Since 1950s, with the establishment of capitalist system in Iran, a new era began in urbanization and urban development in Iran, especially in Tehran. Rural land reforms were implemented in 1962, and consequent changes occurred in relation between rural and urban areas. Rural population migrated to urban areas. Rapid increase in oil revenues, increase in the needs for urban services, developments in economic and communication infrastructure, rapid increase in establishment of major industries and assembling industries, and broad growth of administrative organizations increased the role and functions of Tehran as the capital city and as the center of new changes. Therefore, Tehran was expanded and became more complex. In the years after the Islamic Revolution, urban sprawl and discontinuous expansion have been the dominant form of urban growth. Tehran's discontinuous growth dynamics emerged in different forms, such as enlargement of the surrounding towns, transformation of villages to towns, physical development of the villages, and establishment of new towns and cities. As a result, the first urban centers around Tehran were rapidly expanded and, consequently, with the vast development of Tehran suburban network, economic, and social and physical relations between Tehran and her neighboring towns entered a new phase that eventually led to the formation of TMR, a phenomenon that extends and transfers the problems of Tehran throughout the surrounding regions in wider dimensions. In the process of discontinuous expansion around Tehran, profound changes in the status of lands, settlements and activities developed in the region. The result was the physical growth of the city and the creation of new urban suburbs at the time. With this regard, many rural areas were under the influence of new urban relations, thus losing their former functions.

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Methodology
The data used to analyze population evolutions in TMR were derived from general population and housing census of Iran that was conducted from 1956 to 2006 every ten years and recently every five years. In order to analyze spatial-temporal evolutions of urban population growth in TMR, ArcGIS 10.2 has been used. Land cover maps have been prepared by use of the satellite images MSS, TM, and ETM+ in 1973, 1985, 2000, and 2013. Object-Oriented classification and eCognition were used to generate land cover maps which is not confined with spectral reflection of the phenomena on earth. But this employs shape, patterns, and area of the phenomena as well.

Discussion and Results
Urbanization and urban growth in Iran stepped in the road to concentration, under the influence of the country centralized structure performance and in line with the expansion of surrounding capitalist relations since 1922. The process is indicated as the first urban pattern. In this pattern, Tehran City has more than a quarter of Iran's urban population, as a result of economies of aggregation until 1977. As these economies of aggregation is decreased and the problems from the urban primacy pattern rise, necessary policies were made to confront the urban primacy and increasing urban growth in Iran. Therefore, from 1977 on, Iranian urbanization and urban growth appeared as de-concentration. But like other developing countries, de-concentration in Iran appears as reversal polarization. In this case, de-concentration does not happen far from the country or region's main metropolis, but immigration flows transfer towards middle and small towns, close to the main metropolis. Accordingly, TMR formation is the result of de-concentration of Iran's main metropolis. Studying spatio-temporal changes of urban population growth in TMR shows a transition from centralized and semi-centralized patterns and entry to non-centralized pattern in form of concentration, polarization reversal and de-concentration process. Yet the main point is to know land use and land cover patterns in TMR in each stage of population growth.

Until early 1970s, urban growth pattern in TMR was centralized and more than 90% of build-up areas belonged to Tehran Metropolis. Main shaping factors of this spatial centralized urban pattern can be summarized as site selection of industries and services as well as no development of connective road network in the region. Based on the fact that the main factor of growth in this stage was immigrations with the aim of searching better economic status, localization of industries and services did result in the concentration of such immigrations to Tehran Metropolis and the formation of centralized urban growth in TMR. From late 1970s, urban growth pattern in the region tended towards semi-centralized one. The most important factors to shape this pattern in TMR are the development of connective roads in the region as well as the localization of industries, and, consequently, services. From 1973 to 1985 more than 36% of new build-up areas located 3km off the main roads of the region, which rose to 88% in the next period, i.e., between 1986 to 2000.

Conclusions
These results clearly show that the development of connective roads in TRM was one of the most important factors to shape urban growth patterns. In this period, the range of industries spread as far as 100 km from Tehran City. Nonetheless, one should not ignore the role of planning in the form of such policies as prohibition of establishing industries within 120 km of Tehran City. Since early 2000s, as time passes and decentralization process intensifies, semi-centralization pattern tends to non-centralized and, specifically, multinuclear pattern. Spatial reflection of this pattern is the formation of residential poles, which have been created from joining many individual settlements in the region. The best examples of such poles are Karaj as well as its surrounding cities along with Islam Shahr-Robat Karim pole. In this area big cities such as Nasim Shahr and Golestan have enabled the spatial link between the two points of this pole, i.e., Islam Shahr and Robat Karim. Between 2000 and 2013, connective roads also played a very important role in the formation of growth pattern in the region. Thus, more than 80% of

new build-up areas are located within 3 kilometers of the region main axes. In this period, the average distance of industries from Tehran City has also increased, counting up to 57 km. However, in case of other settlements of the region, the average of new industries is just 11 km.

Keywords: land cover patterns, population dynamics, Tehran metropolitan region.

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Study of Citizen's Satisfaction about the Performance of Municipality Services Using Kano Model (Case Study: Minoodasht Municipality)

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Extended Abstract

Introduction
Today, social satisfaction measurement is one of the most important factors in the success of either private or state organizations so as to achieve their objectives and missions, because the recognition of the opinions and attitudes of people concerning features and functions of organizational activities and services is in direct relation with various strata of society as the most important and instrumental means in management, policy-making and planning for directors of the organizations. The lack of such recognition as well as ignorance of the principle that any planning should correspond to the realities of the society have caused failure in all the plans and policies taken and in addition to the waste of time and cost, the loss of public confidence and trust in organizations and their respective goals.

The duty is to meet the common needs of the citizens who cannot individually cope with those needs by themselves. It is inevitable to be aware of the quality of municipality services as the most important urban management institution in smaller cities just because there is less supervision of metropolises on them. This study attempts to assess the rate of satisfaction with the municipality performance expressed by the citizens in Minoo Dasht (a city located in the eastern districts of Gholestan Province). This study aims to identify the important points and factors that can have a positive impact on the delivery of municipal services to the citizens by Minoo Dasht municipality. The main question raised by this study is the rate of Minoo Dasht citizens' satisfaction with the common municipal services.

Methodology
This is an applied research in purpose and descriptive-analytical in research method ; library-documentary studies as well as field studies have been carried out to collect data and information. Kano questionnaire appropriate for municipal services was designed. With the help of the Cochran scale we have determined the sample size and consequently handed out using the simple random sampling among 400 citizens in Minoo Dasht over 18 years old who had been living within the legal boundaries of Minoo Dasht at least for 5 years. The reliability of research questionnaire is 0.89 according to Cronbach's alpha coefficient.

Kano questionnaire is the instrument to classify the needs. The questions in this questionnaire are designed as double-choice (positive or negative responses) in Likert scale that specifies the features of service provision. In this questionnaire, each need is classified as basic, functional and instrumental.

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Functional group of needs means if they exist, the citizen satisfaction is the result, while their lack would bring about citizen dissatisfaction.

Basic group of needs accounts for the citizens' expectations of the service provision. Therefore, the existence of those needs would bring about no particular satisfaction for the citizen, whereas its lack leads to remarkable dissatisfaction.

In instrumental group of needs, its existence makes the citizen become highly satisfied because the citizen is surprised, whereas its lack leads to no particular dissatisfaction.

After performing the steps in Kano model through the table of assessment and the identification of the type of each factor as basic, functional and instrumental, satisfaction quotient was calculated. The satisfaction quotient indicates how the features of the service can have impact on satisfaction or dissatisfaction of the citizens in case of delivery or the absence of the services.

Discussion and Results

According to the extracted data, out of 400 questionnaires, 65%, equals to 260 are male subjects and 35% equals to 140 female subjects. The analysis of the questionnaire is based on the highest frequency, from among 20 factors to be assessed, the cases were classified 6 as basic, 7 as functional and 7 as instrumental.

The main items of functional needs are participation requirements, removing the beggars, green spaces, blocking the passages, parking lot for vehicles, paving the streets and alleys, dealing with the complaints of the people, reconstruction of time-worn areas. Informing the municipality performance, urban furniture, spaces for sports, preserving cultural heritage, physical beauty and improvement, establishing cultural institutions, national and religious festivals are all categorized in instrumental needs. The highest dissatisfaction rate in basic needs is related to rubbish removal and protection against natural disasters with the quotient of -0.92.

The satisfaction rate of the citizens with the functional needs is high concerning participation requirement with the dissatisfaction quotient of -0.85 and the removing beggars with the dissatisfaction quotient of -0.82. The satisfaction quotient of instrumental needs with all services delivered to the citizens is higher than 0.6, approximating +1. The dissatisfaction quotient in the services delivered in this group are lower than -0.5 and swaying away from -1.

Conclusions

Municipalities as civil institutions provide the citizens with urban services. They will have successful performance when they manage to provide a context within which the citizens have the highest satisfaction. Therefore, Kano model was applied to study Minoo Dasht municipality performance and the satisfaction rate of the citizens in the three levels of 'basic needs, functional needs and instrumental (emotional) needs'.

According to research findings, the citizen satisfaction rate in basic needs with the satisfaction quotient of 0.32 is the lowest and in the functional needs with the satisfaction quotient of 0.64 and in the instrumental needs with the satisfaction quotient of 0.68 in midway level. Low quality of delivered services in the category of basic needs is the inherent duties of municipalities. It had a negative impact on the behavior of the citizens especially in participation in urban affairs (-0.85). Therefore, Minoo Dasht municipality has focused on satisfying its citizens' secondary needs rather than removing their basic needs.

It is suggested that with the classification of citizens' need (especially in the case of basic needs) to make their satisfaction rate higher, there should be more attention to the citizens' more real and rational needs and improvement in the content and quality of services.

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Analysis of Environmental Quality towards Satisfaction of Users in Mashhad Housing Complexes

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Expanded Abstract

Introduction

A hundred years of relentless development in economic and political system and lack of available land puts the idea of mass housing and residential complexes forward in urban areas. What is noticeable through this process in Iran is that the principles and guidelines of urban development in planning and design were declined significantly in most of the residential complexes. This decline caused these places to take the creation of optimal environment for granted and consequently brought about the dissatisfaction of the residents. The first step to have a favorable environment and the satisfaction of residents is to pinpoint the major satisfaction factors. This could be useful for analyzing the current residence status, planning for improving life quality in the complexes, and preventing the recurrence of defects. Given that, the present article evaluates the level of satisfaction of those who live in residential complexes of Mashhad City, as the second metropolis of Iran. The research method of this descriptive-analytical study and data collection procedures are documental and survey (questionnaire), respectively. LISREL Software and structural equation modeling method were used for data analysis. According to the results, all environmental quality factors including functional, experimental-aesthetic, and environmental affect the level of residential satisfaction. There is a significant relationship between functional factors and personal, social, and cultural sub-factors, but there is no relationship between the so-called factors and the environmental sub-factors.

According to Carney, the residents introduced social factors as the most significant satisfaction criteria, while planners, designers, and architects focus more on physical and structural features. Some older studies, like studies of Karp, were also examined the problem. He stated that neighborhood features contribute more on the level of satisfaction than physical characteristics in elderly residents. In cases that people were satisfied with their neighbors, residential satisfaction was at a favorable level either, even if other residential factors were not satisfactory. Potter and Cantarero declared that physical factors are more privileged for modern residents, but those with longer residence record prefer the social factors and interaction with neighbors as the most. Billups counted neighborly relations, partnership, and mutual values as effective social factors in residential satisfaction.

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Based on the results of Carney's research, residents consider social factors as the most important criteria of satisfaction, while planners, designers and architects show more attention to the physical characteristics. It should be mentioned that this issue was also raised in the older studies such as Karp's (1966) research. Based on his research, neighbourhood characteristics are more involved in determining satisfaction of elderly residents than physical characteristics. In cases where people are satisfied with their neighbours, satisfaction with the residential environment is very high, even when other factors are not satisfactory enough. According to Potter and Kantarro (2006) for new residents, physical factors are considered important in satisfaction, while for those with a longer history of settlement, social factors and interaction with neighbours are considered more important. Bylaps also considers neighbourhood relations, cooperation and shared values of people as social determinants of resident satisfaction.

Methodology
This paper is descriptive-analytical in terms of research method and functional in terms of objective. Data were gathered through documentation (library resources) and survey (questionnaire) method. The content validity of the questionnaire was confirmed by related professors and experts. The Cronbach's alpha method was used for the reliability of the questionnaires. The calculated pretest alpha for all items is higher than 0.7, which is indicative of high reliability of research instruments.

Current research is analytical-descriptive in terms of methodology, and applied in terms of purpose. Data are collected using document-based (based on library resources) and survey (questionnaire) methods. The validity of the questionnaire was confirmed by professionals and experts, and Cronbach's alpha was used to test reliability. The alpha value obtained from the pre-test check for all items was higher than 0.7, indicating very high reliability of research tool.

Conclusions
Environmental factors are more influential on the satisfaction of residents than other factors (personal, social, and cultural). In addition, each of these factors has significant relations with each other. Functional factors are interrelated with aesthetic-empirical factors. The aesthetic-empirical factors are interrelated with environmental factors, and functional factors are interrelated with environmental factors and the other factors (personal, social, and cultural). In addition, each of the aesthetic-empirical and environmental factors has significant relation with architectural elements, environmental factors and other factors (personal, social, and cultural). This can be justified as the respondents are almost homogenous in terms of personal, social and cultural conditions, since the sale rules and regulations of the units of complexes lead to attraction of people who have commonalities in terms of education, income and social and cultural factors. This is also observed in the descriptive findings. Therefore, people have a higher satisfaction with personal, social and cultural factors and there are very little problems from this perspective.

Environmental factors affect more significantly the level of residential satisfaction than other personal, social, and cultural factors. Moreover, the factors have a significant relationship with each other in this study. For example, functional factors have a significant relationship with experimental-aesthetic factors, experimental-aesthetic with environmental and functional factors with environmental and other personal, social, and cultural factors. Furthermore, each experimental-aesthetic and environmental factor has a significant relationship with architectural, environmental, and other personal, social, and cultural factors. This could be due to the fact that, all respondents enjoy from a similar personal, social, and cultural factors, in that the terms of sale of residential units under study will result in attraction of households with more commonalities in terms of education, income, and sociocultural factors. The results can be seen in descriptive findings. Therefore, people are more satisfied with personal, social, and cultural factors and fewer problems are existed regarding the issue.

Keywords: environmental quality factors, Mashhad, residential complexes, satisfaction, users.

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Investigation about the Role of Modernism in Old Texture of Cities (Case Study: City of Urmia)

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Expanded Abstract

Introduction

Place crisis as meaning of social crisis from space and time is one of the obvious problems of contemporary urbanism. The crisis appeared unidentified with no history and no connection urban spaces. Actually this phenomenon is the production of 20th century, although in the first half of the twentieth century modernism worldview dominated on western society and for this reason the modern urbanism took shape as an expression of modern society. The sense of place is the feeling of belonging to a place with the key concepts in human geography and cultural geography. Therefore, surveying the effective factors on improving or deteriorating sense of place has a key role in instilling a sense of place and correlation. Neutral space of life in urban environment and homeless of contemporary mankind in the city structure, indicate that contemporary mankind suffers from homeless. Sense of place is getting the semantic properties of environment and its character by users of the environment. Therefore, the recognition of this concept and effective factors on creating place sense or homeless sense is important in surveying the relationship between mankind and environment, recognition of the physical elements, the tangible features of environment and the meaning derived from. In this way, the rapid and important developments of the twentieth century are shaped as well as a large wave of the industrialization affected the all aspects of life especially physical environment. Specific manifestations of modernism shaped the basis of the human thought in architecture and urbanism. This failure and developments directly affect the country urbanism and took it in a crisis. New built streets and buildings were relatively larger and stronger. Parks and city facilities were made. Thus, the aim of present research is surveying the effects of modernism movement and modern urban appearance, on the homeless sense and the loss of a sense of place in a partial old tissue of Urmia.

Methodology

The aim of present research is to survey the effects of modernism movement and modern urban appearance, on the homeless sense and the loss of a sense of place in a partial of old texture in Urmia. Old texture of Urmia is a subjective, historical and cultural symbol of city as a partial

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part of the downtown area. In these current conditions, urban range is faced with density of activity. Also tendency to build business and administrative units near the market have a lot of pressure on the residential areas and has changed its texture. These changes affect a sense of belonging to place and identity of texture. In order to conduct this research, theoretical foundations of the research include concepts of place sense. This research is a type of fundamental articles with analytical- reviewed methods. Therefore, based on valid and related recourses to the subject as well as with use of library study technics, it is tried to survey the subject of homeless and modernism and in fact relationship between modernism appearance and sense of place.

Discussion and Results

In this paper, part of the market area and the Emam Street, both parts of the old core of the city, were selected for review. It is obvious that despite the many changes in the old town it has an identity; so a part of his character is preserved. The result of this research were obtained using profound interviews and researchers views in different times based on survey location techniques, qualitative content analysis. Evaluation of results indicates that that the place as the main source of the individual's identity is affected by three meaning factor, activity and physical structure. What today more than is emphasized on is the factor of place meaning as the most effective factor of identity processor in the interactive and social relationship of place as well as in the conclusion of place sense.

Conclusions

In the study area, the old area of the market, the sense of place toward its counterpart namely Emam Street is exposed to modernist changes during the time located in better position. The most important factor in the promotion of the place sense is the rich human communication in the areas despite problems such as economic, cultural infrastructure, existence of social injustice within the area. There the sense of belonging to place is weak.. Promoting factors of the place sense around the market are existence of the strong human relationship, existence of the old, historical and identity places such as markets, central mosque and old house neighborhoods, and special physical texture.

Keywords: modernism, old texture, placelessness, sense of place, Urmia.

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The Analysis of Urban Green Space Distribution Using Spatial Justice Approach (Case Study: Ardabil City)

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Expanded Abstract

Introduction
Of the consequences of rapid urbanization growth, irregularity in the distribution system services and service providers focus on a specific location city. Among the services and utilities, urban green space plays an important role in balancing urban environment and mitigation of air pollution with qualitative and quantitative changes. Justice is the distribution of functions, services and facilities, convenient access to service centers and activities, without differentiating between residents of a city and urban areas. In the meantime, there is equitable access to urban green spaces and the preservation of the fundamental components of sustainable development and social justice. Today, we observe an increase in population and the growing trend of a decline in per capita green space and urban constructions. Ardabil city in terms of physical development, destruction of green areas, population growth and increasing marginal neighborhoods is faced with serious problems. Therefore, this study aimed to analyze the city as a base and distribution of green space and spatial justice.

Methodology
There are several indicators to assess the appropriateness of urban green space that was used in this study in both the physical and social factors. The indicators are used in the physical compatibility, comfort, utility, proximity and social dimensions including population density and households. This is to express the relative importance of the criteria necessary to determine their relative weights. For this purpose, the Analytical Hierarchy Process (AHP) was used to determine the weight criteria. The proposed mechanism of binary scale by the L. Saaty (1980) is used to calculate the weight and importance of the criteria. In this paper, we have used Expert Choice software with a final weight of each layer to determine the preferences of the layers to one another. After weighting, we used the criteria necessary to standardize a layer of fuzzy logic for this purpose. In fuzzy logic, there is uncertainty in Boolean logic and each layer is graded on a scale from zero to one. At this scale, larger numbers will have more utility. In addition to the question of scale for mapping fuzzy, fuzzy function should also be examined in this paper the functions sigmodial, linear, User defined is used. It should also be considered for phase one of the standard maps threshold, which is also called control points.

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Discussion and Results
Analysis of indicators of compatibility, comfort, amenities and proximity to evaluate the spatial distribution of green space with justice approach is the physical dimension. The comfort and convenience of citizens depend on the distance and time of access to urban services. Thus, the spatial distribution of urban green spaces should be located in the areas with uitable access for all residents. Based on the utility factor, this factor is evaluated between the user and its location. One could say that each user is given the characteristics that need specific applications. In this study, we used 5 characteristics of slope, aspect, lithology, DEM and access to facilities and equipment. This is a measure of the distance between the near side and the criteria used in units of length. Green space in the study area with three user types (residential, educational and main thoroughfares) is more consistent with the theme of the study. Since green spaces for citizens and human beings are created using a greater number of citizens, we have access to these users according to the terms of the urban population and densely populated areas. Dimension and density of the population, including criteria for evaluating the appropriateness of green space is considered as the analysis of places with greater household density. The latter is the social aspect. After preparing the desired layers in the ArcMap and by applying a weighting processes in software, Expert Choice, the method of AHP, provided a model by IDRISI software. Then, using the GIS Analysis in IDRISI software, the layers are multiplied together, and the result was obtained as a green space zoning distribution.

Conclusions
The results show that Ardabil region with poor green space is in critical condition. With the total area of 1329 ha and with a population of 116216 people for Region 1, only 42 ha is dedicated to green space (15-25). There is a shortage of 16.39 Square meters per Capita. Region 3 with an area of 1717 ha and a population of 170516 people, 3.04 ha is the space dedicated to green space and there is a shortage of 16.96 Square meters per Capita. The Region 4, an area of 1485 ha has a population of 117217 people with the green space of 4.60 and 15.40 Square meters per Capita. In region 2 because of lake Shorabil and a large green space around it, there are exceptions and additional green space per capita is compared with the standard. In general, it can be said that Region 2 Compared with other areas has more green space bu with no equal spatial distribution.
Suggested solutions are:
1. Some users have unnecessary transfer around the city and assign space to green space
2. Creating green spaces on rooftops of buildings
3. Demolition of old buildings and the space devoted to green space

Keywords: AHP model, Ardabil City, fuzzy logic, green space, spatial justice.

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Assessment of the Impacts of Urban Design Quality Components on Housing Prices (Case Study: In Thirteen Districts in Mashhad)

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Expanded Abstract

Introduction

Shelter is one of the essential needs of human that its price fluctuations especially in metropolitans have been influenced by different factors. These factors include shelter quality and quantity characters, hause market policymaking and urban design quality that have determinant impacts on shelters demand and price in urban areas. Today, urban areas have been proposed prominently as the basis for the international economic spatial units. In the shadow of restructuring global economy, development process of cities is changed fundamentally during recent century. Therefore, in real urban spaces, so many price fluctuations and differences had been observed that attracted the attention of urban settlement managers and planners and also urban citizens. Landscape design is an important element to housing development since it can create genius loci (sense of place) to the housing area. This will determine the level of comfort for the residents and the residential areas. Good design should contribute positively to making places better for people.

Methodology

In this study, analytical–descriptive and survey methodology were used. Therefore, according to the subject and its theoretical foundation and the attempts made to answer the key scientific questions, the study identified the most important factors in the formation of citizen's security. This prioritizes the areas of 13 regions in Mashhad based on these indices. Thus, after extracting and determining the effective factors through library and documentary resources, a questionnaire was designed to be distributed in 13 regions of the study area. Thus, present study is following to measure and explain the effects of urban design quality on settlement price in 13 regions of Mashhad metropolitan. This is based on the gained results of multi criteria regression statistical test. The urban design quality has explained about 41 percent of shelter and house price fluctuations. Also, we have used spearman's correlation statistical test for determining the correlation between urban design quality criteria and settlement price. This study employed quantitative approaches in a questionnaire survey and observation. In order to identify the needs of the users in terms of landscape design, respondents were asked about the type of criteria considered to be significant for the landscape design in their residential areas. The most important goal of this study is to determine the effects of urban design on housing price around

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Mashhad regions through of regression. the empirical data were collected from researcher made questionnaire filled by sample community and analyzed by SPSS and MCDM technique.

Discussion and Results

Results show that all of the criteria accept three factors that have meaningful relation with shelter price. These factors are including space resilience, urban landscape quality and intrinsic–conceptual environmental quality. Finally, ranking of 13 regions of Mashhad metropolitan by ORESTE technique as a multi criteria decision making techniques, indicate that regions of 8, 9 and 11 are in good position with a view to urban design quality and regions of 12, 2 and 3 lie in misapproriate position based on the urban design criteria. The results also show that there are 68.2% of the respondents who agreed that landscape design can influence their decisions in buying or renting a house. Meanwhile, a majority of the respondents agreed that landscape design can increase the value of a property. An important matter about the housing lands, as both a living area and an investment tool, is that the lands are not only evaluated by the structural characteristics of the property but also it is evaluated physically and physiologically by the other urban and spatial particularities. Based on regression test result, urban design determines 41% of housing price in 13 regions of Mashhad and its significant effect.

Conclusions

It can be concluded that urban space design influences the house prices and values in residential development. Most of the respondents support the importance of landscape design positively in their residential areas. However, there are still many constraints and limitations in planning and guidelines in order to utilize this landscape design especially in house compounds. Equally, an approach to residential development is the constraints and opportunities provided by the landscape. The constraints and opportunities will not only minimize adverse effects but will also offer environmental, social and economic benefits. The housing today not only will help shape the environment in the immediate future, but it will also be a legacy in determining the environmental quality of many areas. Most of recommendation could be applied by urban managers for assessing and controlling the urban design in streets, sectors and urban spaces for improving the urban comfort ability and also housing price. Findings of this research could be helpful for the real estate sector actors in decision making processes. Investors, home owners, brokers, valuators could use this model to evaluate the current situation to define house prices. On the wide perspective, local government's decisions on different scales could have wider effects on the house characteristics.

Keywords: house price, Mashhad metropolitan, ORESTE technique, urban design.

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